

284327

2019-139.C

Easterling, Deborah

**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Tuesday, April 23, 2019 2:53 PM  
**To:** PSC\_Contact  
**Subject:** [External] Dunagin Concrete  
**Attachments:** Windstream Complaint.pdf  
  
**Importance:** High

I would like to send Windstream tickets as well that we receive by email when system goes down. Please let me know if we can do that as well.

*Debbie Greene  
Office Manager  
Dunagin Concrete Construction, Inc.  
P: 864-579-1121  
F: 864-579-3673  
Email: dcci@dunaginconcrete.com*

RECEIVED  
APR 24 2019  
PSC SC  
MAIL / DMS

ACCEPTED FOR PROCESSING - 2019 April 24 3:00 PM - SCPSC - 2019-139-C - Page 1 of 11

**WINDSTREAM  
ENTERPRISE**

For Customer Service Correspondence:  
ATTN: Customer Care  
PO Box 3177  
Cedar Rapids, IA 52406-3177

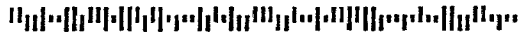
**Billing Invoice**



Return Service Requested

☐ Check here for change of address (note changes below)

3674000320 PRESORT PBPS001 <B>



DUNAGIN CONCRETE CONSTRUCTION INC.  
580 GOLDMINE RD  
SPARTANBURG SC 29307-4744

Remit Payment To:  
Windstream  
P.O. Box 9001013  
Louisville KY 40290-1013



00000000000000000000

7718

Please detach and return above portion with your payment

**WINDSTREAM  
ENTERPRISE**

For Customer Service Correspondence:  
ATTN: Customer Care  
PO Box 3177  
Cedar Rapids, IA 52406-3177

**Account Summary**

Previous Total \$694.77  
Payments Applied \$0.00

**Balance Forward - Due upon receipt \$694.77**

Monthly Charges \$634.78  
Usage Charges \$0.00  
Credits \$0.00  
Other Charges \$36.64  
Taxes and Surcharges \$31.81

**New Charges - Due by Apr 29, 2019 \$703.23**

**TOTAL INVOICE AMOUNT \$1,398.00**

**Windstream Online**

Manage your Windstream services directly and review invoice details, charge descriptions, and payment history at [windstreamenterprise.com/login](http://windstreamenterprise.com/login).

**Contact Us**

Billing: 1-800-600-5050 or [windstreamenterprise.com/login](http://windstreamenterprise.com/login)  
E-mail: [WindstreamCustomerSupport@windstream.com](mailto:WindstreamCustomerSupport@windstream.com)  
Repair: 1-800-600-5050  
Web site: [windstreamenterprise.com](http://windstreamenterprise.com)  
PIN: 9609

Account Number	Invoice Date	Total Amount Due
	Apr 10, 2019	\$1,398.00

Invoice Number	Due Date	Amount Enclosed
	Apr 29, 2019	

Account Number	Invoice Date	Total Amount Due
	Apr 10, 2019	\$1,398.00

**Important Messages**

**SC ORS Recurring Msg**

Windstream is under the jurisdiction of the South Carolina Public Service Commission. As a customer you may, if necessary, seek assistance from the Office of Regulatory Staff "ORS" regarding Windstream's regulated operations. In the event you have an unresolved dispute with Windstream, customers have the option of filing a formal complaint with the ORS. You can contact the ORS at 800-922-1531.

**How to Reach Our Customer Care Center**

We are committed to answering your questions about our service, explaining all aspects of your monthly bill, and providing you with the personal attention you deserve. To contact Windstream, please refer to the "Contact Us" section on this page. Our Care representatives are available Monday - Friday, 8 a.m. - 6 p.m. (EST) for all billing, order, and general questions. For repair questions and needs, please contact our Repair Center where representatives are available 24 x 7.

**Thank You**

Thank you for choosing Windstream as your communications service provider. We value you as our customer and appreciate your business.



## Individual Complaint Form

Date\*: 11-10-19

### Complainant or Legal Representative Information: \* Required Fields

Name \* Tony Dunagin / Rabbi P. Means  
Firm (if applicable) Dunagin Concrete Construction, LLC  
Mailing Address \* PO Box 6040, Spartanburg, SC 29307  
City, State Zip \* Spartanburg SC 29307 Phone \* 864-579-1121  
E-mail ddci@dunaginconcrete.com

Name of Utility Involved in Complaint: \* Windstream Data/Phone Service Provider

### Type of Complaint (check appropriate box below.) \*

- |   |  |  |   |
|---|--|--|---|
| <input checked="" type="checkbox"/> Billing Error/Adjustments | <input type="checkbox"/> Deposits and Credit Establishment | <input type="checkbox"/> Wrong Rate    | <input type="checkbox"/> Refusal to Connect Service |
| <input type="checkbox"/> Disconnection of Service             | <input type="checkbox"/> Payment Arrangements              | <input type="checkbox"/> Water Quality | <input type="checkbox"/> Line Extension Issue       |
| <input checked="" type="checkbox"/> Service Issue             | <input type="checkbox"/> Meter Issue                       |  |   |
| <input type="checkbox"/> Other (be specific) _____            |  |  |   |

Have you contacted the Office of Regulatory Staff (ORS)? \* ☒ Yes ☐ No Name of ORS Contact: Tom

### Concise Statement of Facts/Complaint: \* (This section must be completed. Attach additional information to this page if necessary.)

Windstream is our Data/Phone Service provider. In the last 6 months we have had issue with service outages, at one time we were without service for 8 days. When it rains or storms we may lose service. We are being charged nearly \$200 per month. If on \$550.00 per month for the same unreliable and slow service. We are being charged for basically a dial-up service.

### Relief Requested: \* (This section must be completed. Attach additional information to this page if necessary.)

I am attaching copies of emails when service will go down, and also attached bills for fees incurred.

**\*\*I GIVE THE PUBLIC SERVICE COMMISSION OF SOUTH CAROLINA PERMISSION TO PUBLISH THIS COMPLAINT AND ITS CONTENTS ON THE COMMISSION'S WEBSITE (dms.psc.sc.gov), AND I UNDERSTAND SUCH INFORMATION MAY BE SUBJECT TO PUBLIC SCRUTINY OR FURTHER RELEASE.** ☐ ☐

Rabbi P. Means  
Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

STATE OF SOUTH CAROLINA )  
COUNTY OF Spartanburg )

### VERIFICATION

I, Rabbi P. Means verify that I have read my complaint filed on 11-23-19  
Complainant's Name \* Date \*

and know the contents thereof, and that said contents are true.

Rabbi P. Means  
Complainant's Signature \* (MUST BE SIGNED, DO NOT PRINT)

### Internal Use Only

Processed By	Date
H.E.	

2:25 PM  
04/23/19

**Dunagin Concrete Construction, Inc.**  
**All Payments Issued for Windstream Communications**  
January 1, 2018 through April 23, 2019

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Type	Num	Date	Amount
<b>Jan 1, '18 - Apr 23, 19</b>			
Bill Pmt -Check	10247	04/09/2019	694.77
Bill Pmt -Check	10208	02/21/2019	475.11
Bill Pmt -Check	10175	01/24/2019	454.14
Bill Pmt -Check	10137	12/27/2018	592.46
Bill Pmt -Check	10109	11/29/2018	584.54
Bill Pmt -Check	10058	10/18/2018	687.70
Bill Pmt -Check	10045	09/27/2018	212.52
Bill Pmt -Check	9997	08/22/2018	580.34
Bill Pmt -Check	9979	07/24/2018	571.26
Bill Pmt -Check	9945	06/21/2018	628.39
Bill Pmt -Check	9922	05/24/2018	474.94
Bill Pmt -Check	9892	04/26/2018	502.83
Bill Pmt -Check	9854	03/22/2018	508.48
Bill Pmt -Check	9823	02/20/2018	516.48
Bill Pmt -Check	9799	02/01/2018	508.48
<b>Jan 1, '18 - Apr 23, 19</b>			<b><u>7,992.44</u></b>



**Easterling, Deborah**

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**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Wednesday, April 24, 2019 2:30 PM  
**To:** Easterling, Deborah  
**Subject:** [External] FW: DUNAGIN CONCRETE CONSTRUCTION INC.

**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Friday, December 15, 2017 7:36 AM  
**To:** 'Watts, Andrew' <Andrew.Watts@windstream.com>  
**Subject:** RE: DUNAGIN CONCRETE CONSTRUCTION INC.

I need for you to call me and see if we can't get this Windstream account corrected. We had a computer consultant come out and look at our speed on the internet service. It is horrible we have 1.2 which is basically a little better than dial up. Please call me this morning so we can discuss why we are paying this much for Dial Up

*Debbie Greene  
 Office Manager  
 Dunagin Concrete Construction, Inc.  
 P: 864-579-1121  
 F: 864-579-3673  
 Email: dcci@dunaginconcrete.com*

**From:** Watts, Andrew [<mailto:Andrew.Watts@windstream.com>]  
**Sent:** Thursday, December 14, 2017 4:15 PM  
**To:** [dcci@dunaginconcrete.com](mailto:dcci@dunaginconcrete.com); [deci@dunagincincrete.com](mailto:deci@dunagincincrete.com)  
**Subject:** DUNAGIN CONCRETE CONSTRUCTION INC.  
**Importance:** High

Hello Debbie,

I was informed that you are looking at different options for internet.

Feel free to reach out to me any questions or comments.

Regards,

**Andrew Watts**  
 Client Account Manager | Windstream Cloud & Connectivity  
 Business Customer Service 800.347.1991  
[Andrew.Watts@windstream.com](mailto:Andrew.Watts@windstream.com) | [smallbusiness.windstream.com](http://smallbusiness.windstream.com)  
 o 877.010.2905 ext 41637

This email message and any attachments are for the sole use of the intended recipient(s). Any unauthorized review, use, disclosure or distribution is prohibited. If you are not the intended recipient, please contact the sender by reply email and destroy all copies of the original message and any attachments.

**Easterling, Deborah**

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**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Wednesday, April 24, 2019 2:28 PM  
**To:** Easterling, Deborah  
**Subject:** [External] FW: Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC. has been updated

**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Tuesday, September 11, 2018 9:45 AM  
**To:** WCI.EntRemMail@windstream.com  
**Subject:** RE: Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC. has been updated

We are still waiting on someone from Windstream to contact Dunagin Concrete on our billing due to our services being down for a wk. and it was also down again this morning. We rebooted the router. But it is important that someone contact us on this billing issue.

Terry Dunagin  
Dunagin Concrete Construction, Inc.  
P:864-579-1121  
C:864-680-7484  
F:864-579-3673  
Email:dcci@dunaginconcrete.com

**From:** Windstream Communications <WCI.EntRemMail@windstream.com>  
**Sent:** Monday, September 10, 2018 5:54 PM  
**To:** dcci@dunaginconcrete.com  
**Subject:** Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC. has been updated  
**Importance:** High

WINDSTREAM ENTERPRISE

**You can now reply back to this email.**

**A trouble ticket with the following information has been updated on your Windstream account:**

**Customer:** DUNAGIN CONCRETE CONSTRUCTION INC  
**Account Number:** \_\_\_\_\_  
**Trouble Ticket#:** INCD001 \_\_\_\_\_  
**Reported By:** DEBBIE GREENE  
**Phone:** \_\_\_\_\_  
**Status:** Active

**Date:** 09/10/18 17:51:04

**Description:** Windstream has detected a managed router alarm for the location below. An informational ticket has been created

Device 66 83.69 238 has stopped responding to ping monitoring. The device and services may be down

Customer name and location: DUNAGIN CONCRETE CONSTRUCTION INC. -  
DUNAGIN CONCRETE CONSTRUCTION INC  
Address: 589 Goldmine Rd

Managed device: 66 83 69 238

**Worklog Update:** The ticket has been assigned to a technician to further review. We will provide you with another update shortly.

**Service Address:** 589 GOLDMINE RD SPARTANBURG, SC 293074749

**To track this incident/ticket, log into Windstream Online. Through Windstream Online, you will have access to your account allowing you to view this trouble ticket and check the status. You will also be able to view your services and usage, pay your bill and receive support for future orders and tickets.**

**Easterling, Deborah**

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**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Wednesday, April 24, 2019 2:28 PM  
**To:** Easterling, Deborah  
**Subject:** [External] FW: \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC. has been updated

**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Tuesday, September 11, 2018 10:31 AM  
**To:** WCI.EntRemMail@windstream.com  
**Subject:** RE: Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC. has been updated

Our service is down again

**From:** Windstream Communications <WCI.EntRemMail@windstream.com>  
**Sent:** Monday, September 10, 2018 5:52 PM  
**To:** dcci@dunaginconcrete.com  
**Subject:** Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC. has been updated  
**Importance:** High

**WINDSTREAM ENTERPRISE**

**You can now reply back to this email.**

**A trouble ticket with the following information has been updated on your Windstream account:**

**Customer:** DUNAGIN CONCRETE CONSTRUCTION INC.

**Account Number:** \_\_\_\_\_

**Trouble Ticket#:** \_\_\_\_\_

**Reported By:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

**Status:** Active

**Date:** 09/10/18 17:51:04

**Description:** Windstream has detected a managed router alarm for the location below. An informational ticket has been created

Device 66.83.69.238 has stopped responding to ping monitoring. The device and services may be down.

Customer name and location: DUNAGIN CONCRETE CONSTRUCTION INC. -  
 DUNAGIN CONCRETE CONSTRUCTION INC.  
 Address: 589 Goldmine Rd

Managed device: 66.83.69.238



**Worklog Update:** Your ticket has been scheduled for testing.

**Service Address:** 589 GOLDMINE RD, SPARTANBURG, SC 293074749

To track this incident/ticket, log into Windstream Online. Through Windstream Online, you will have access to your account allowing you to view this trouble ticket and check the status. You will also be able to view your services and usage, pay your bill and receive support for future orders and tickets.

**Easterling, Deborah**

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**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Wednesday, April 24, 2019 2:29 PM  
**To:** Easterling, Deborah  
**Subject:** [External] FW: Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC./DUNAGIN CONCRETE CONSTRUCTION INC. has been created

**From:** Dunagin Concrete <dcci@dunaginconcrete.com>  
**Sent:** Friday, September 7, 2018 10:34 AM  
**To:** WCI.EntRemMail@windstream.com  
**Subject:** RE: Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC./DUNAGIN CONCRETE CONSTRUCTION INC. has been created

Has this problem been resolved?

*Debbie Greene*  
*Office Manager*  
*Dunagin Concrete Construction, Inc.*  
*P: 864-579-1121*  
*F: 864-579-3673*  
*Email: dcci@dunaginconcrete.com*

**From:** Windstream Communications <WCI.EntRemMail@windstream.com>  
**Sent:** Friday, September 7, 2018 9:28 AM  
**To:** dcci@dunaginconcrete.com  
**Subject:** Ticket \_\_\_\_\_ for DUNAGIN CONCRETE CONSTRUCTION INC./DUNAGIN CONCRETE CONSTRUCTION INC. has been created  
**Importance:** High

windstream 

**You can now reply back to this email.**

**A trouble ticket with the following information has been created on your Windstream account:**

**Customer:** DUNAGIN CONCRETE CONSTRUCTION INC./DUNAGIN CONCRETE CONSTRUCTION INC  
**Account Num:** \_\_\_\_\_  
**Trouble Ticket#:** \_\_\_\_\_  
**Reported By:** DEBBIE GREENE  
**Phone:** 8645791121

**Status:** Active  
**Date:** 09/07/18 09:27:50  
**Description:** CBC issues on 2 lines. 8645791121. 8648045878 Cust recently had a tt where they requested all 3 lines forwarded, requested them unforwarded and all lines are showing unforwarded in the switch but cust insists these 2 lines are still forwarded  
advised cust these 2 lines had cfda on them but they insist neither line is hitting the site and is still forwarded  
cbh = 7-3 pmoc = phone

Additional Notes: Entered ticket on behalf of by undefined

**Service Address:** 589 GOLDMINE RD, SPARTANBURG, SC 293074749

**To track this incident/ticket, log into Windstream Online. Through Windstream Online, you will have access to your account allowing you to view this trouble ticket and check the status. You will also be able to view your services and usage, pay your bill and receive support for future orders and tickets.**